TOSCO 28SC660

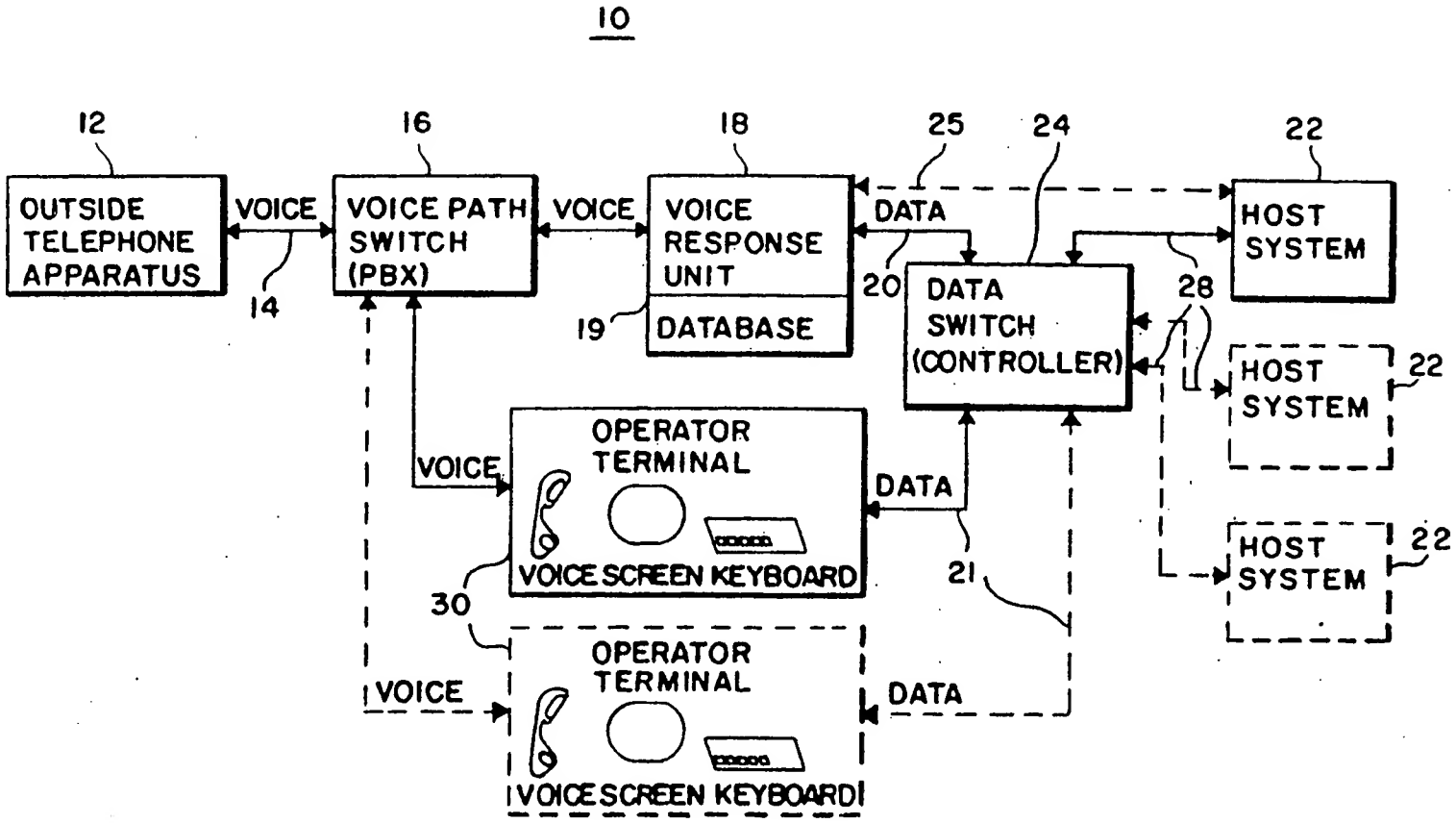
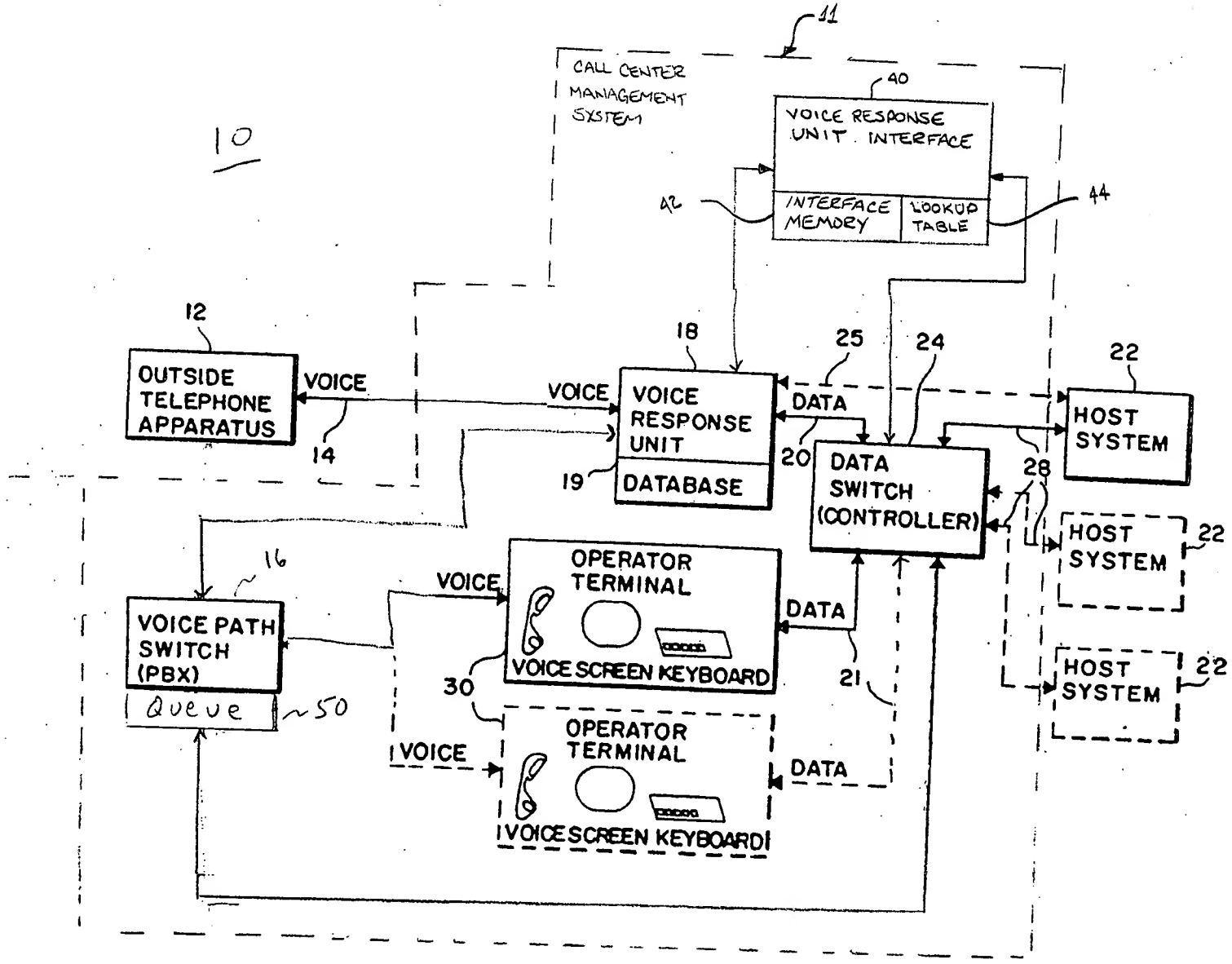


FIG. 1
(PRIOR ART)

Fig. 2


10
11
CALL CENTER MANAGEMENT SYSTEM
40
VOICE RESPONSE UNIT INTERFACE
42
INTERFACE MEMORY
LOOKUP TABLE
44
12
OUTSIDE TELEPHONE APPARATUS
VOICE
14
VOICE
18
VOICE RESPONSE UNIT
19
DATABASE
25
DATA
20
24
DATA SWITCH (CONTROLLER)
28
22
HOST SYSTEM
22
HOST SYSTEM
22
HOST SYSTEM
16
VOICE PATH SWITCH (PBX)
Queue
50
VOICE
OPERATOR TERMINAL
VOICE SCREEN KEYBOARD
30
DATA
21
VOICE
OPERATOR TERMINAL
VOICE SCREEN KEYBOARD
DATA

100

FIG. 3A

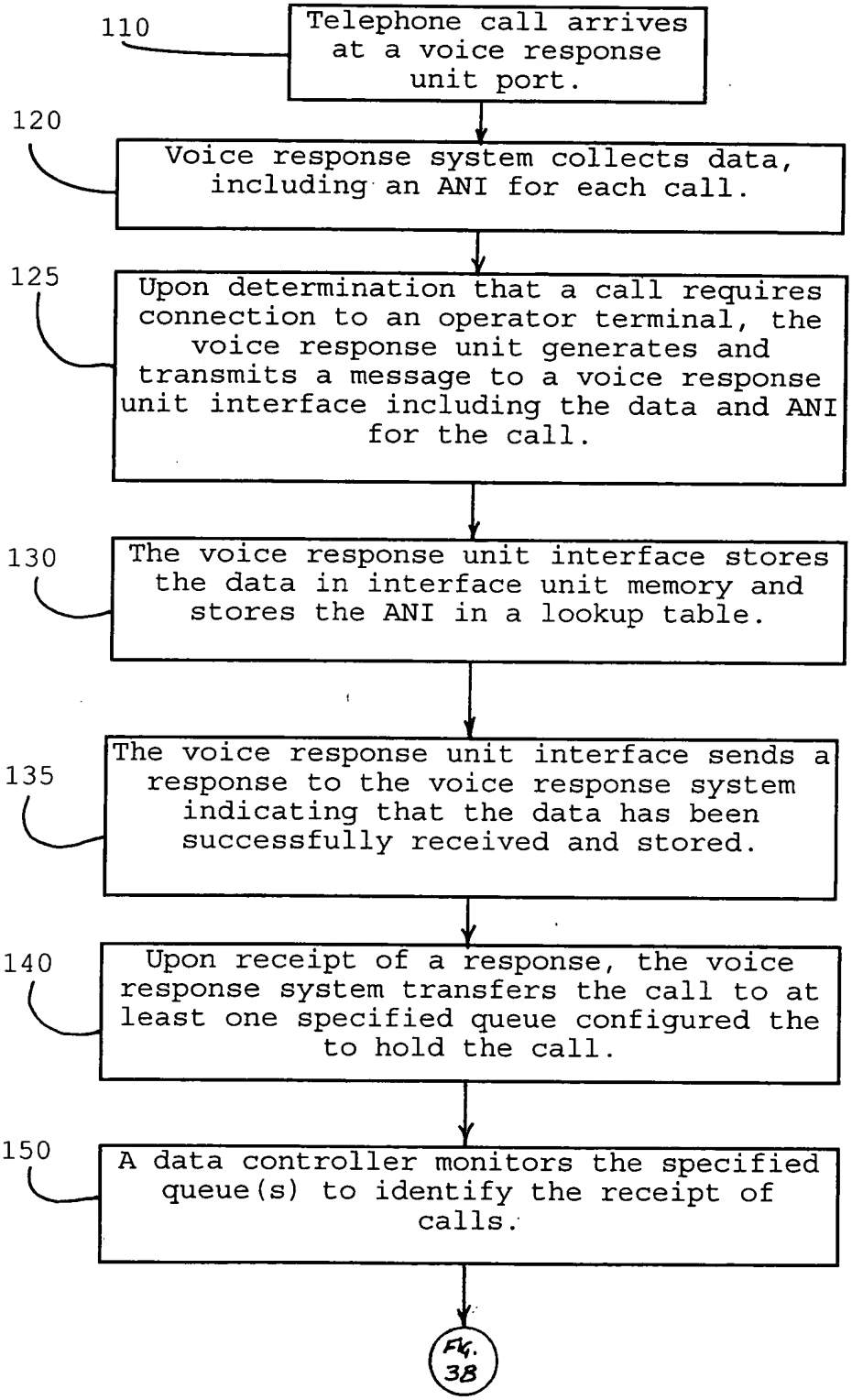

110
Telephone call arrives at a voice response unit port.
120
Voice response system collects data, including an ANI for each call.
125
Upon determination that a call requires connection to an operator terminal, the voice response unit generates and transmits a message to a voice response unit interface including the data and ANI for the call.
130
The voice response unit interface stores the data in interface unit memory and stores the ANI in a lookup table.
135
The voice response unit interface sends a response to the voice response system indicating that the data has been successfully received and stored.
140
Upon receipt of a response, the voice response system transfers the call to at least one specified queue configured the to hold the call.
150
A data controller monitors the specified queue(s) to identify the receipt of calls.
Fig. 3B

FIG. 3B

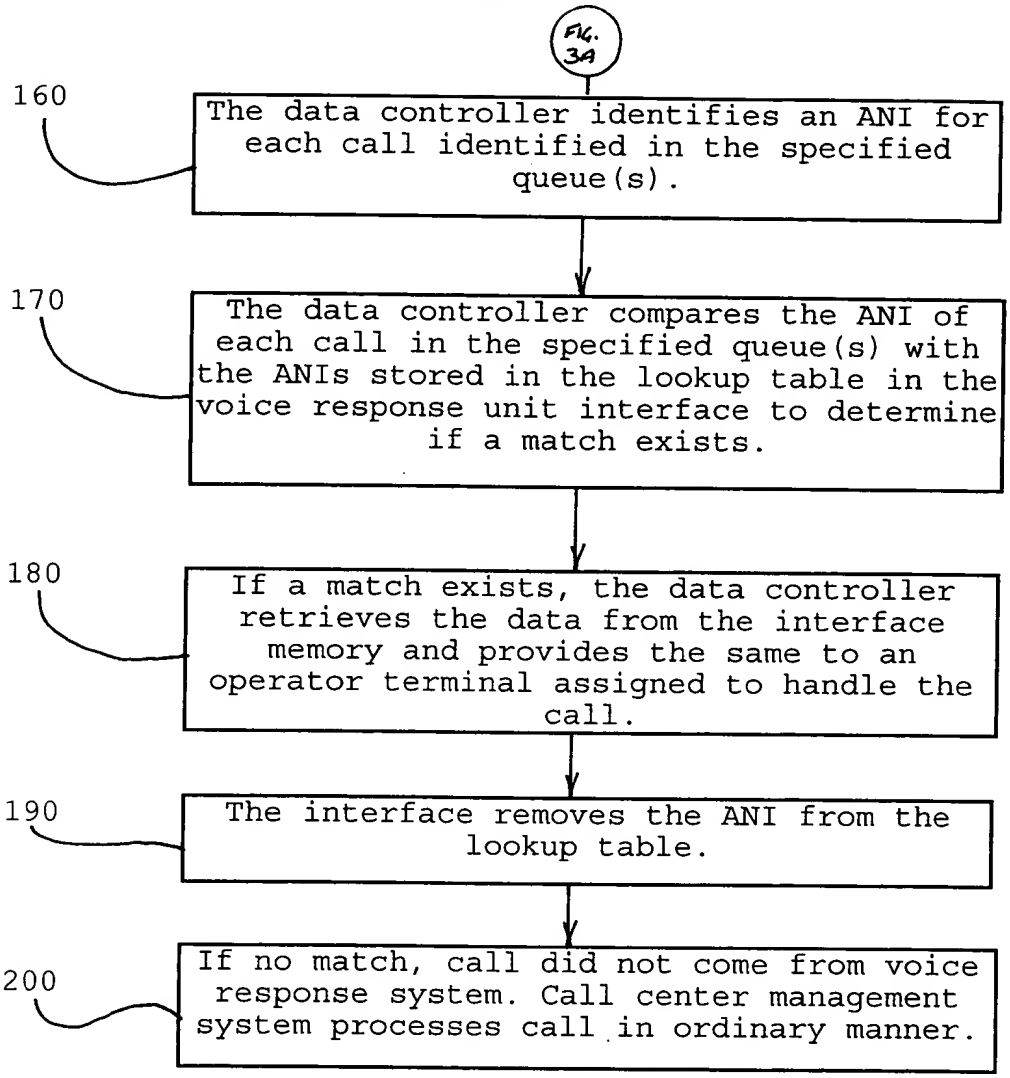


FIG. 3A
160
The data controller identifies an ANI for each call identified in the specified queue(s).
170
The data controller compares the ANI of each call in the specified queue(s) with the ANIs stored in the lookup table in the voice response unit interface to determine if a match exists.
180
If a match exists, the data controller retrieves the data from the interface memory and provides the same to an operator terminal assigned to handle the call.
190
The interface removes the ANI from the lookup table.
200
If no match, call did not come from voice response system. Call center management system processes call in ordinary manner.